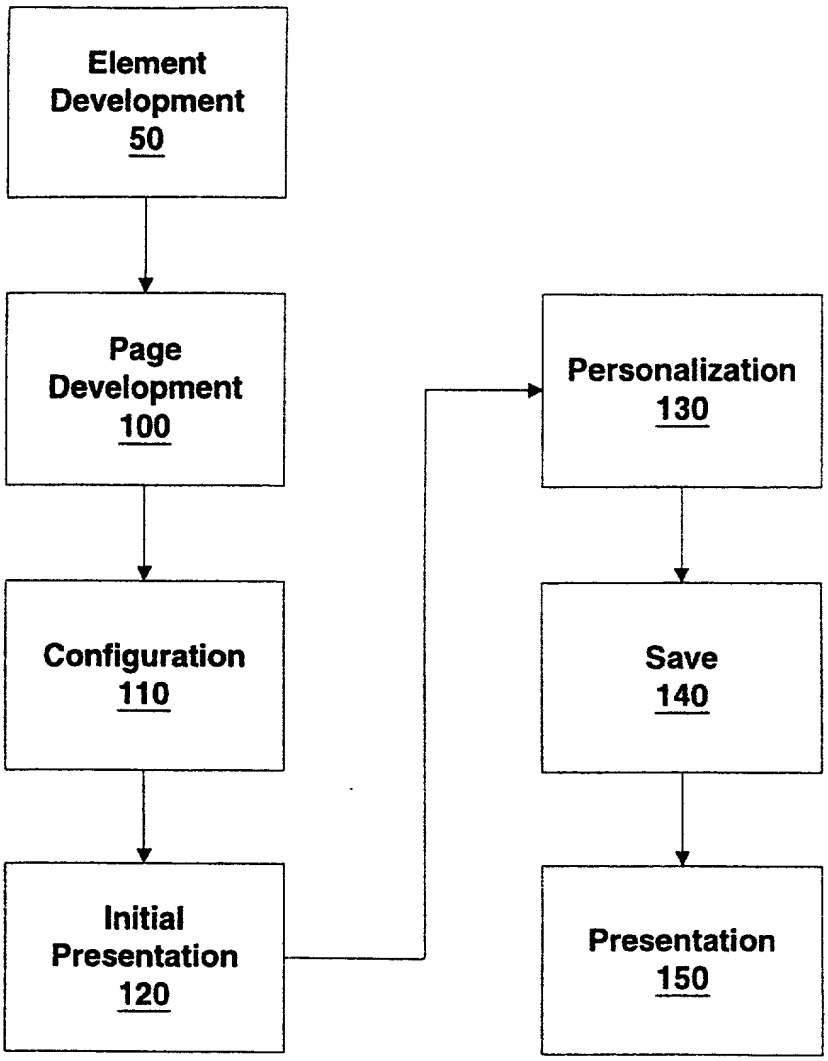
Element Development 50
Page Development 100
Configuration 110
Initial Presentation 120
Personalization 130
Save 140
Presentation 150

FIG. 1

Docket No. 50277-0250

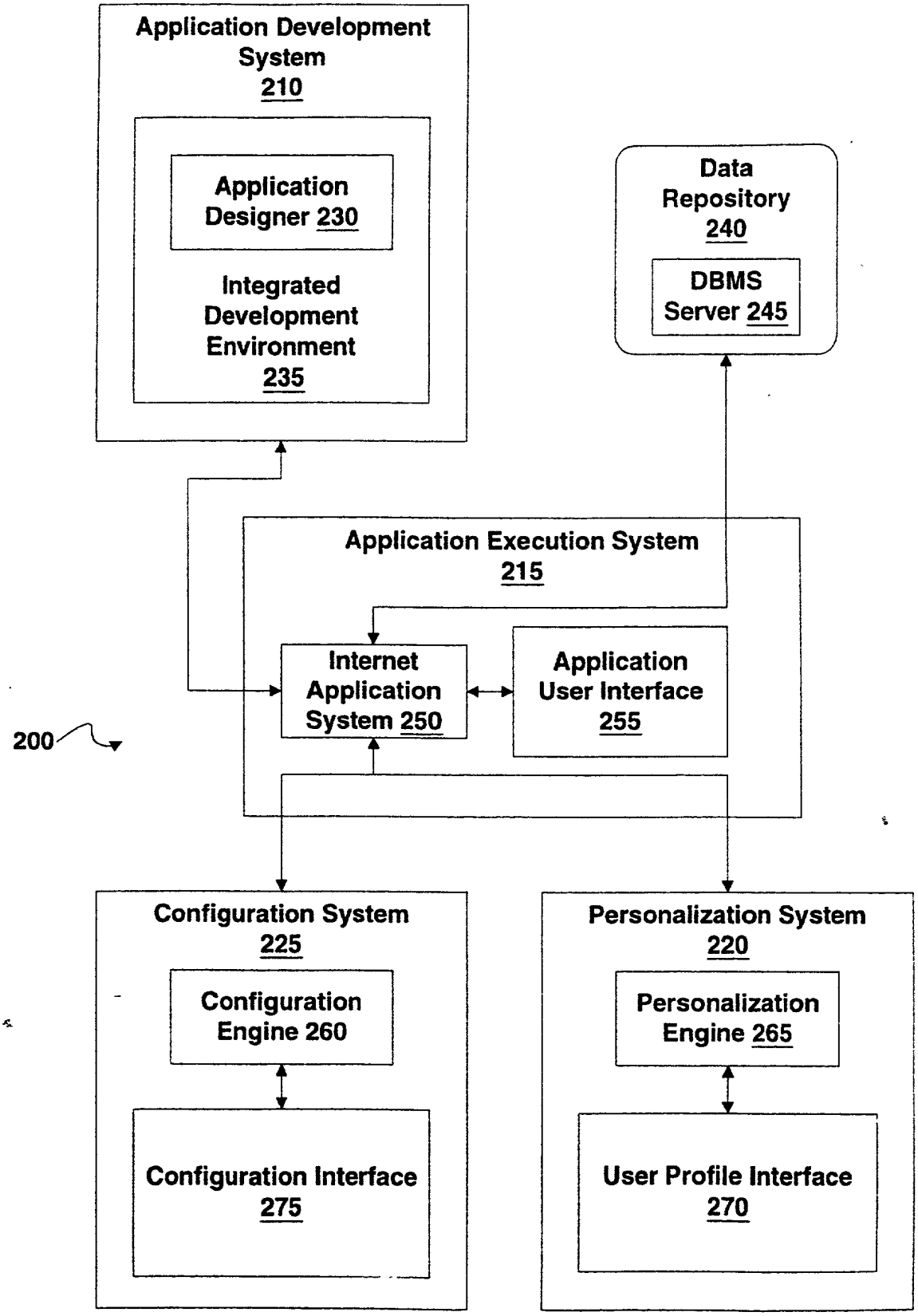

FIG. 2

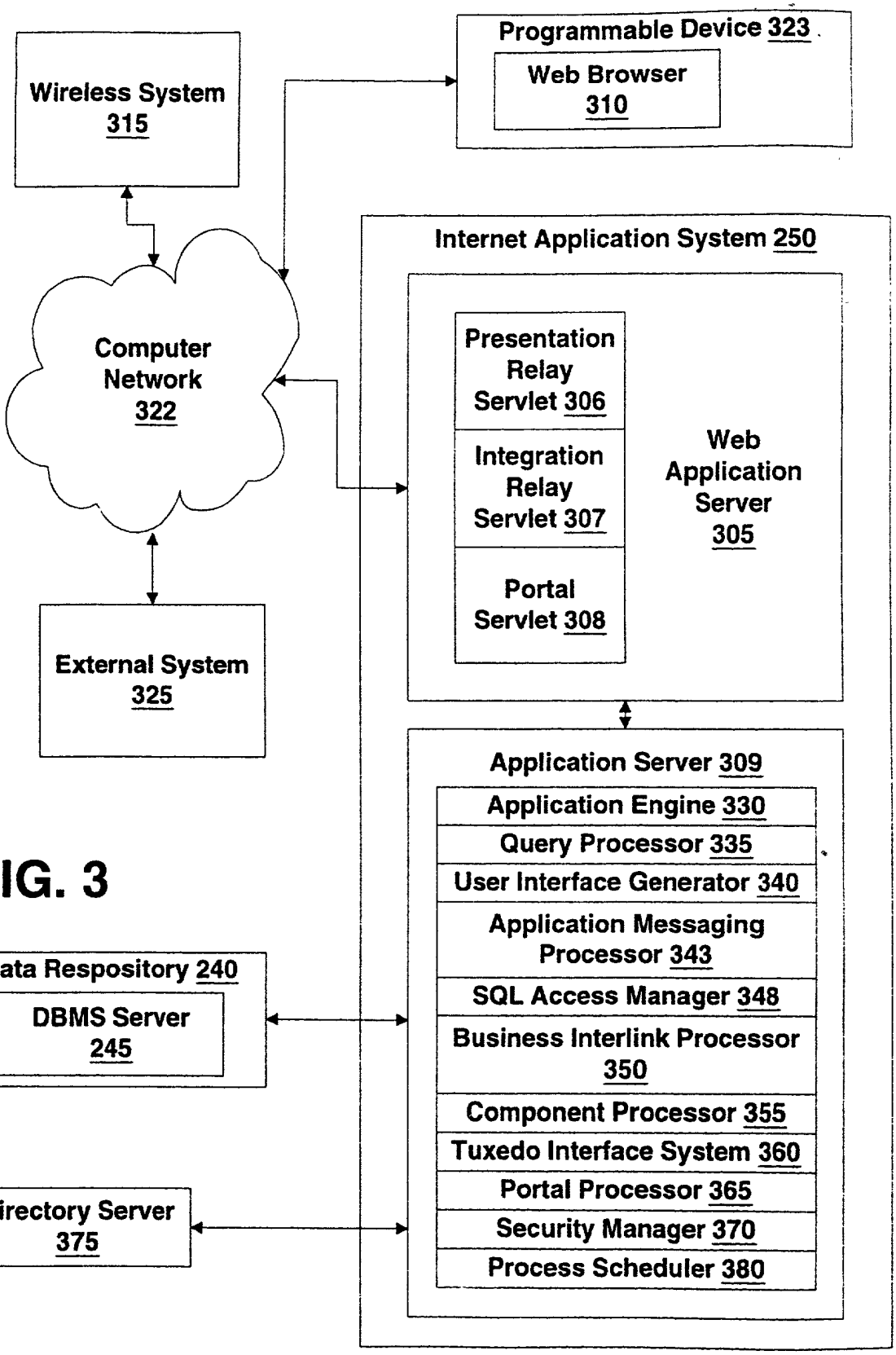

FIG. 3

Express Mail No. EV 339 045 925 US

Oracle Exhibit 1045
Page 5 of 24

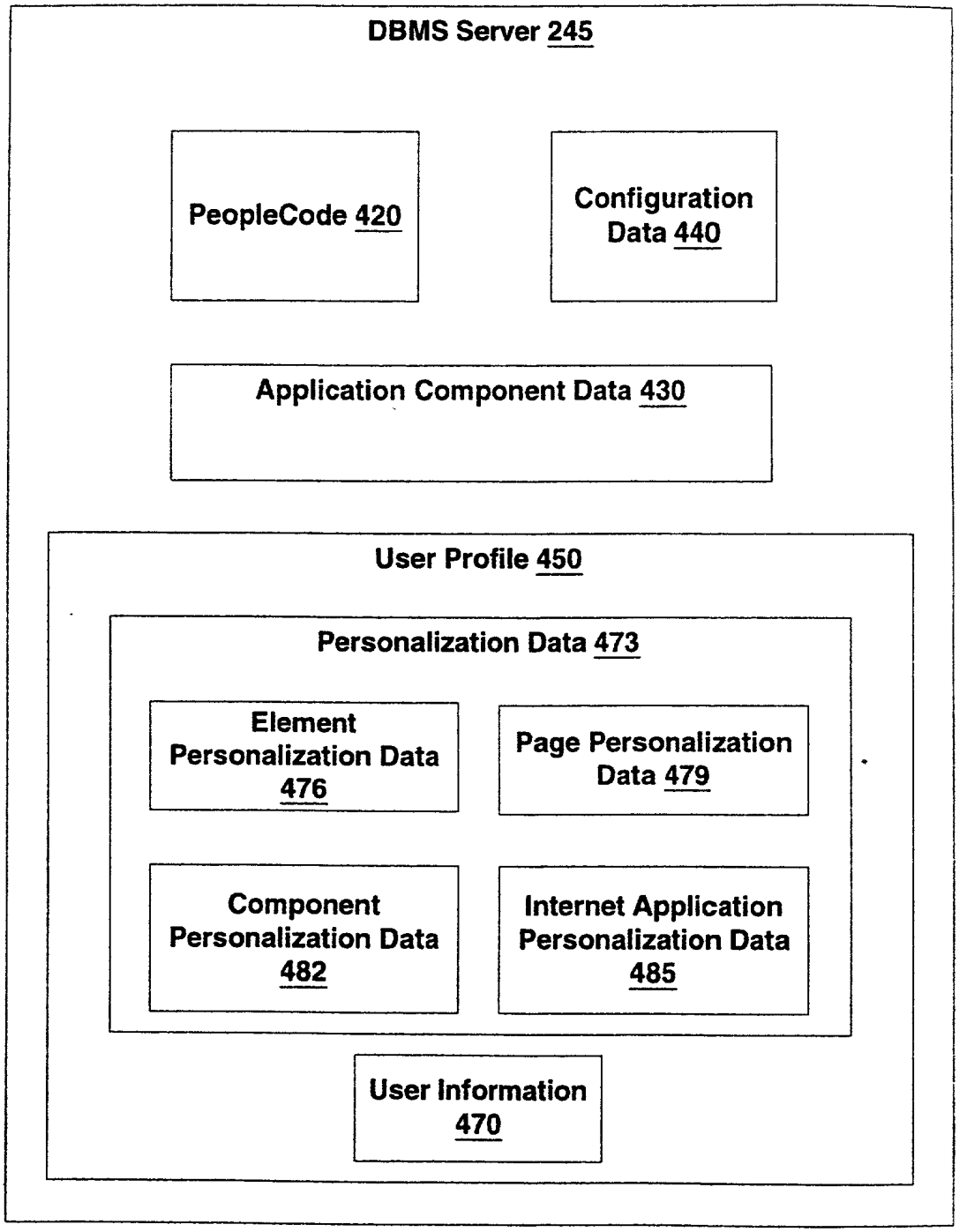

FIG. 4

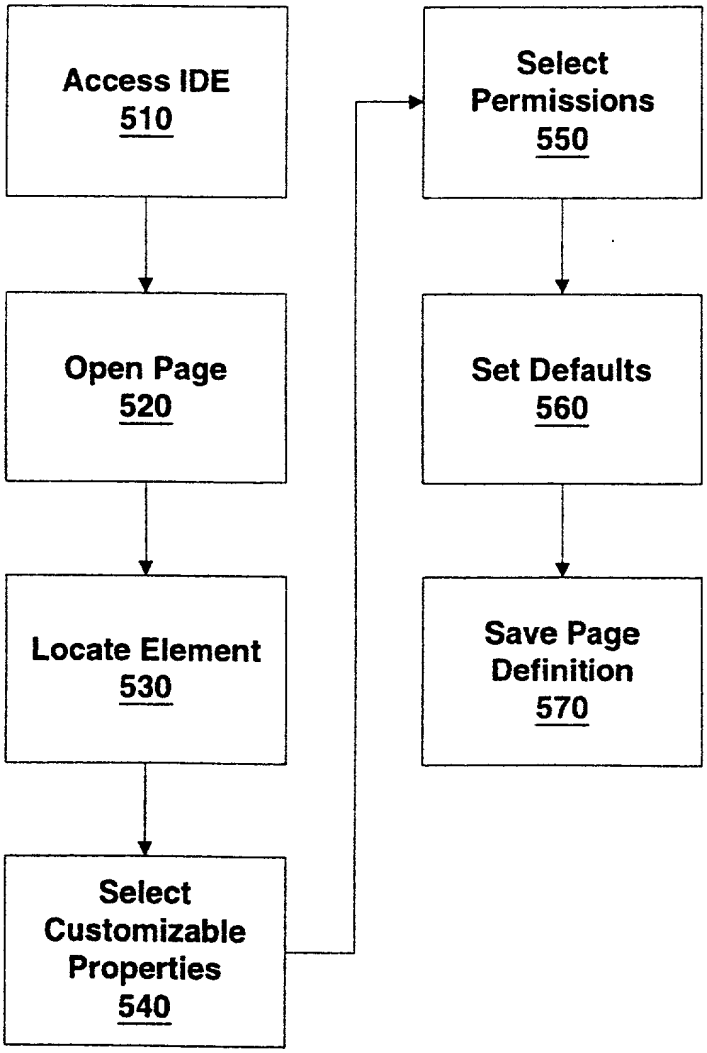
Access IDE
510
Open Page
520
Locate Element
530
Select
Customizable
Properties
540
Select
Permissions
550
Set Defaults
560
Save Page
Definition
570

FIG. 5

20E2h0" STOTh00E

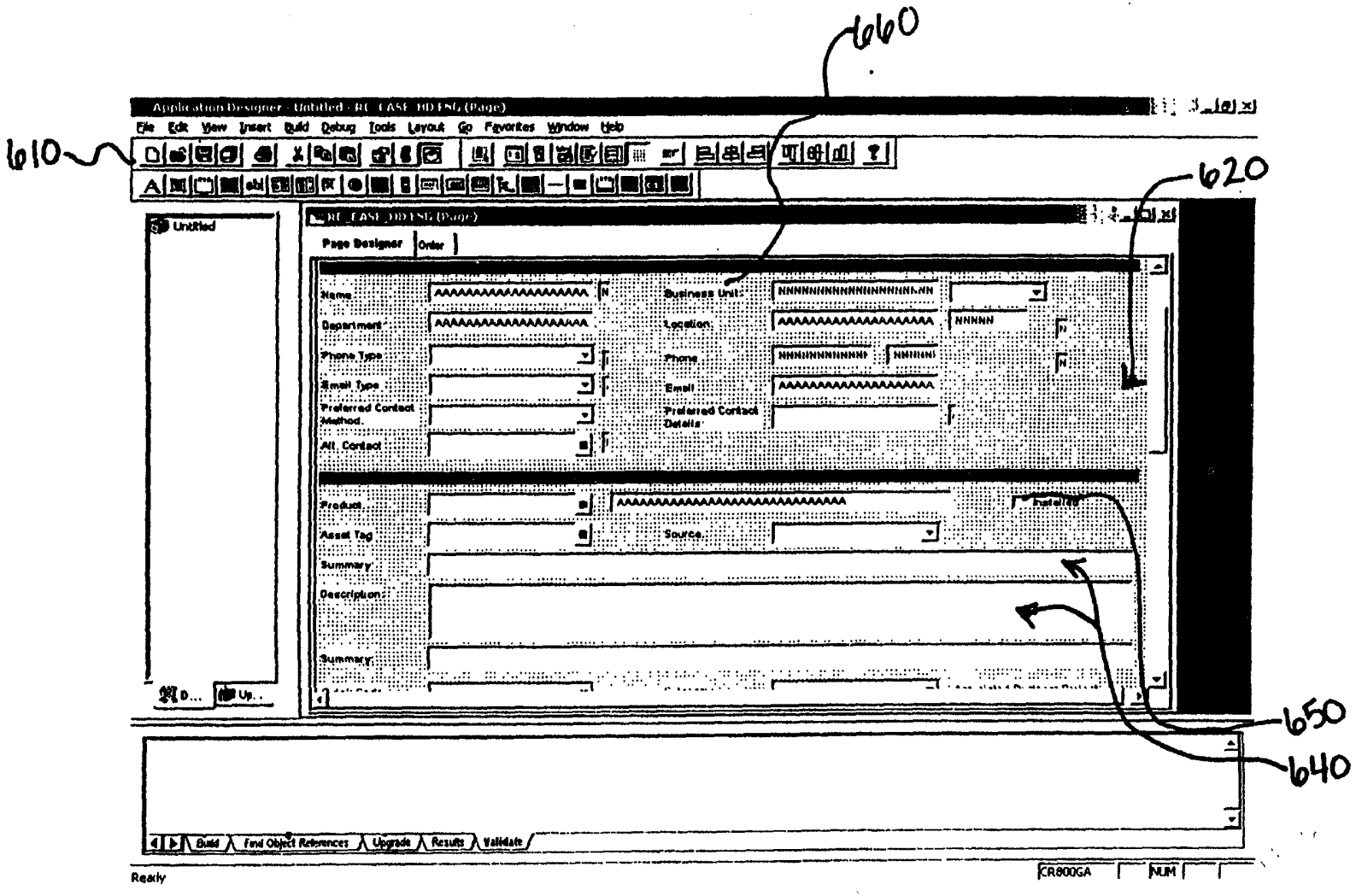

Fig. 6

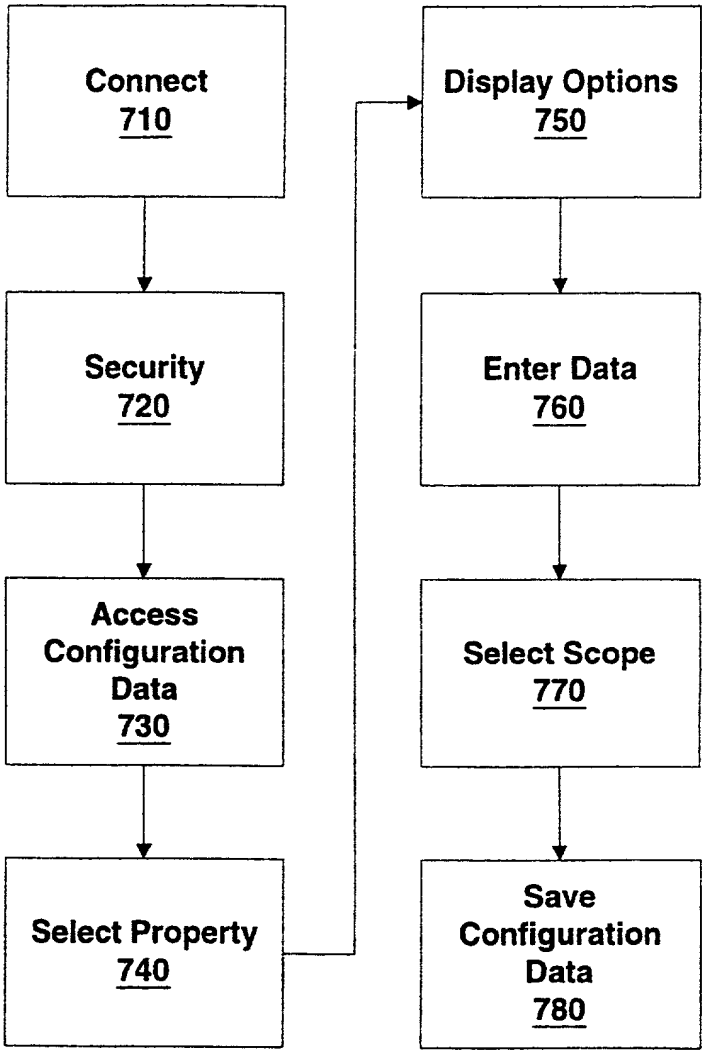
Connect
710
Security
720
Access Configuration Data
730
Select Property
740
Display Options
750
Enter Data
760
Select Scope
770
Save Configuration Data
780

FIG. 7

20240807 STOTHOUT

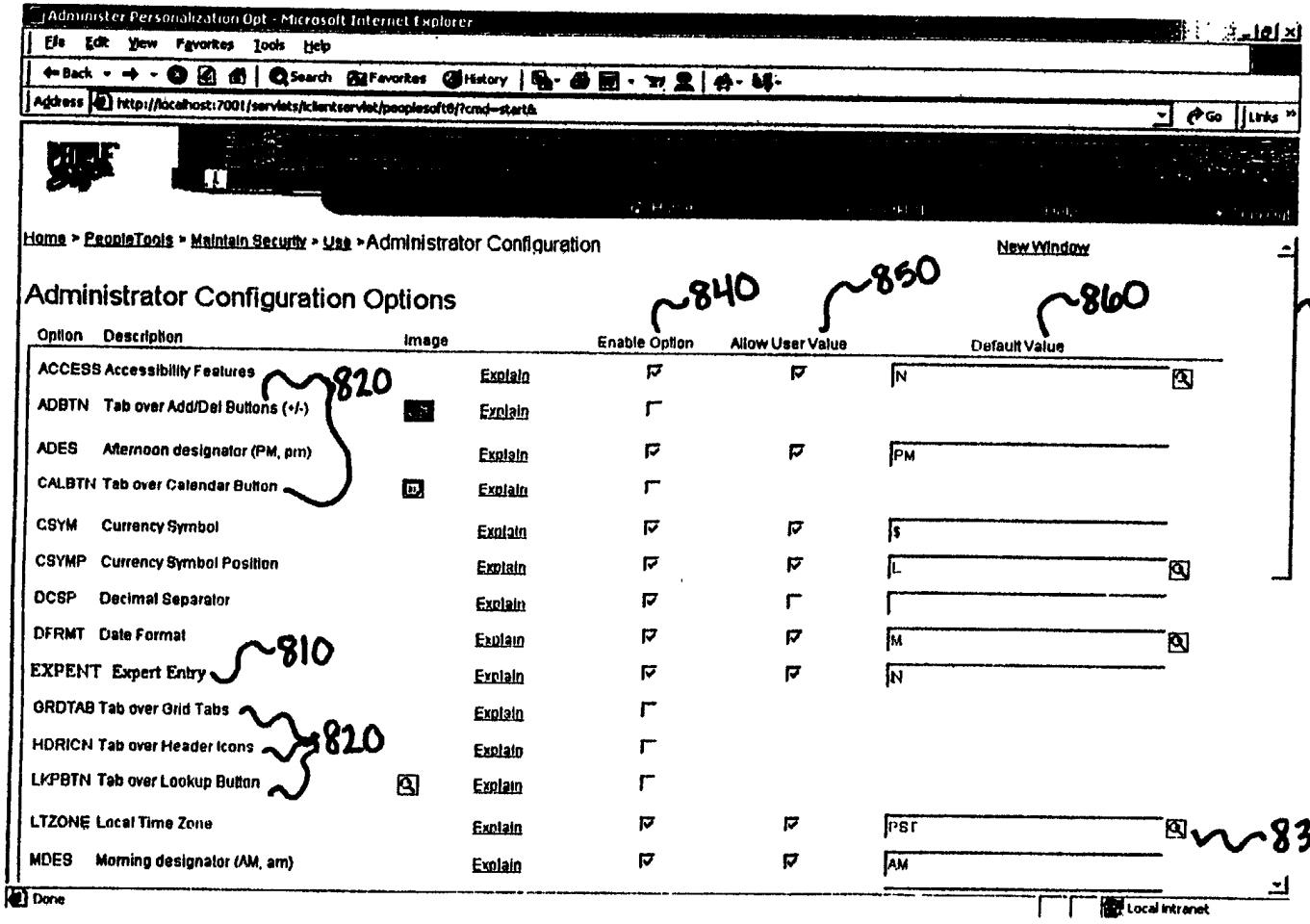

Fig. 8

20050235-042302

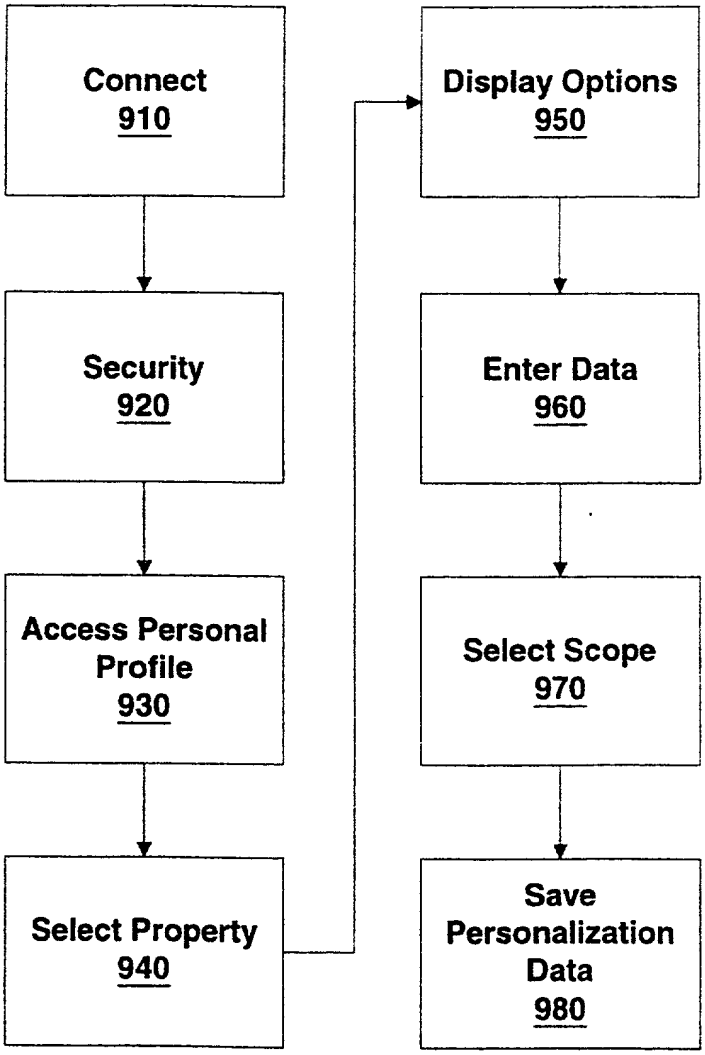

FIG. 9

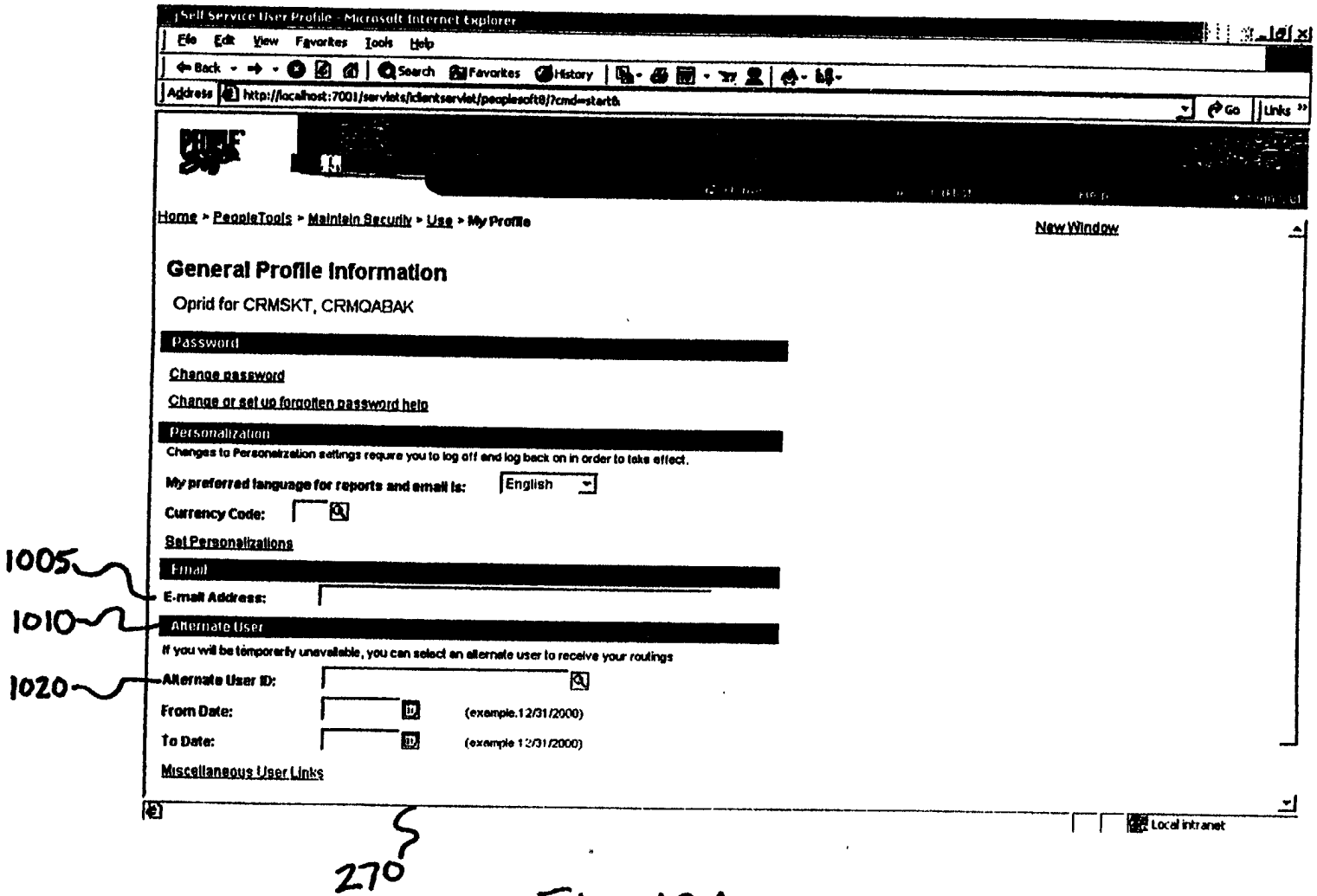
Self Service User Profile - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://localhost:7001/servlets/iclientservlet/peoplesoft8/?cmd=start&
Go Links
Home > PeopleTools > Maintain Security > Use > My Profile
New Window
General Profile Information
Oprid for CRMSKT, CRMQABAK
Password
Change password
Change or set up forgotten password help
Personalization
Changes to Personalization settings require you to log off and log back on in order to take effect.
My preferred language for reports and email is:
English
Currency Code:
Set Personalizations
Email
E-mail Address:
Alternate User
If you will be temporarily unavailable, you can select an alternate user to receive your routings
Alternate User ID:
From Date:
(example 12/31/2000)
To Date:
(example 12/31/2000)
Miscellaneous User Links
Local intranet
1005
1010
1020
270

Fig. 10A

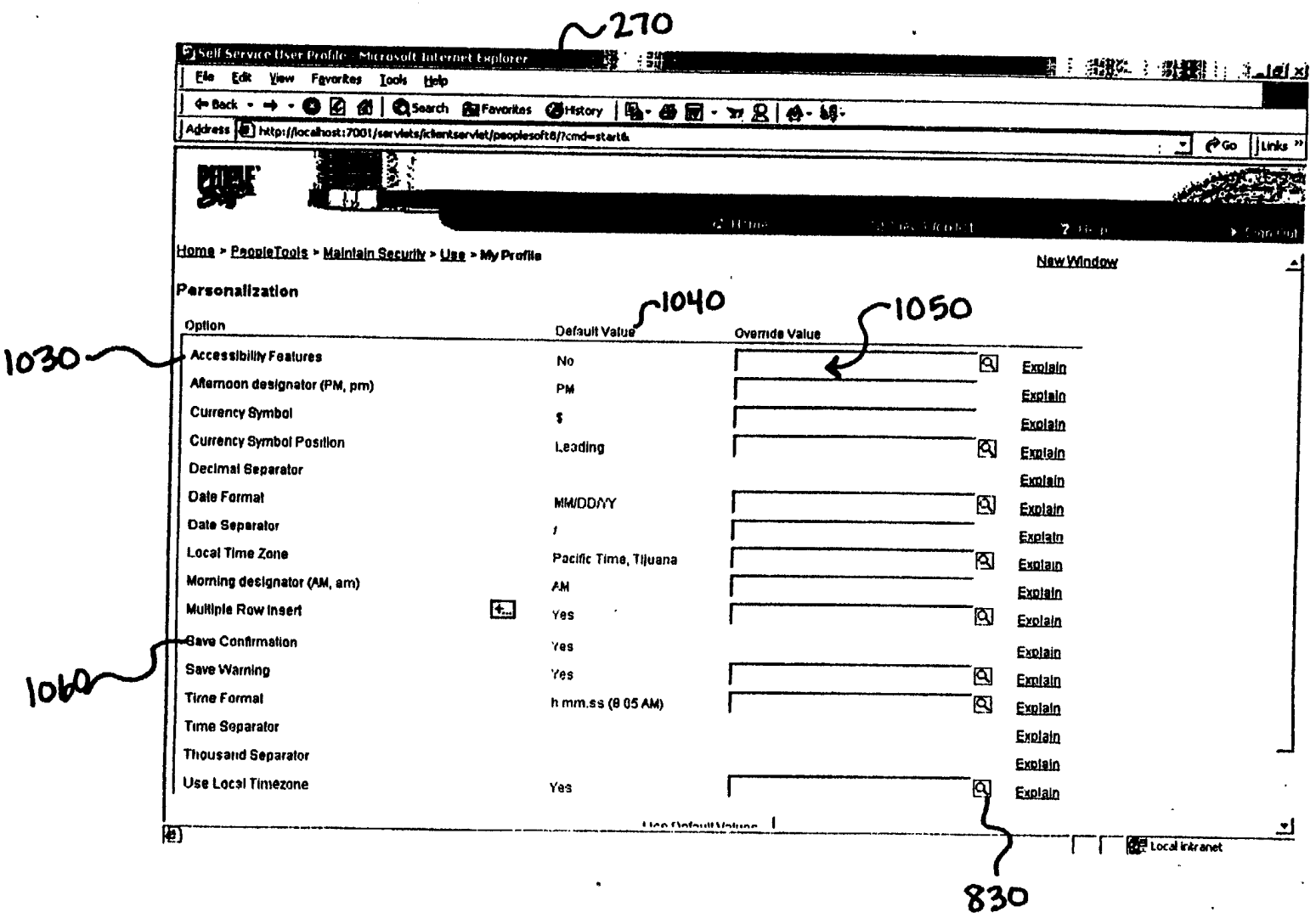
270
Self Service User Profile - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://localhost:7001/servlets/ichentservlet/peoplesoft8/?cmd=start&
Go Links
Home > PeopleTools > Maintain Security > Use > My Profile
New Window
Personalization
1040
1050
Option
Default Value
Override Value
1030
Accessibility Features No Explain
Afternoon designator (PM, pm) PM Explain
Currency Symbol $ Explain
Currency Symbol Position Leading Explain
Decimal Separator Explain
Date Format MM/DD/YY Explain
Date Separator / Explain
Local Time Zone Pacific Time, Tijuana Explain
Morning designator (AM, am) AM Explain
Multiple Row Insert Yes Explain
1060
Save Confirmation Yes Explain
Save Warning Yes Explain
Time Format h mm.ss (8.05 AM) Explain
Time Separator Explain
Thousand Separator Explain
Use Local Timezone Yes Explain
Use Default Values
Local intranet
830

FIG. 10B

20020194005

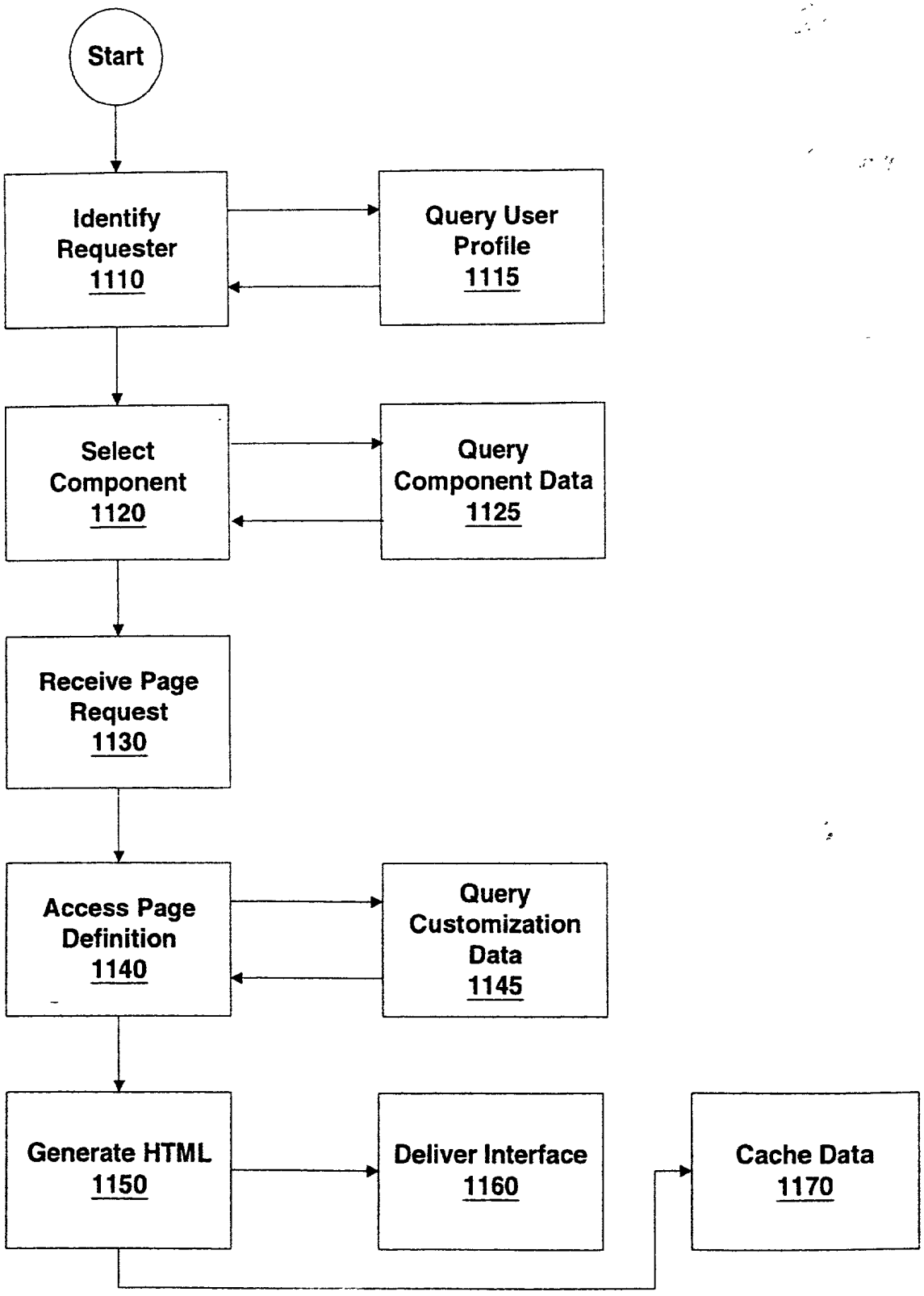

FIG. 11

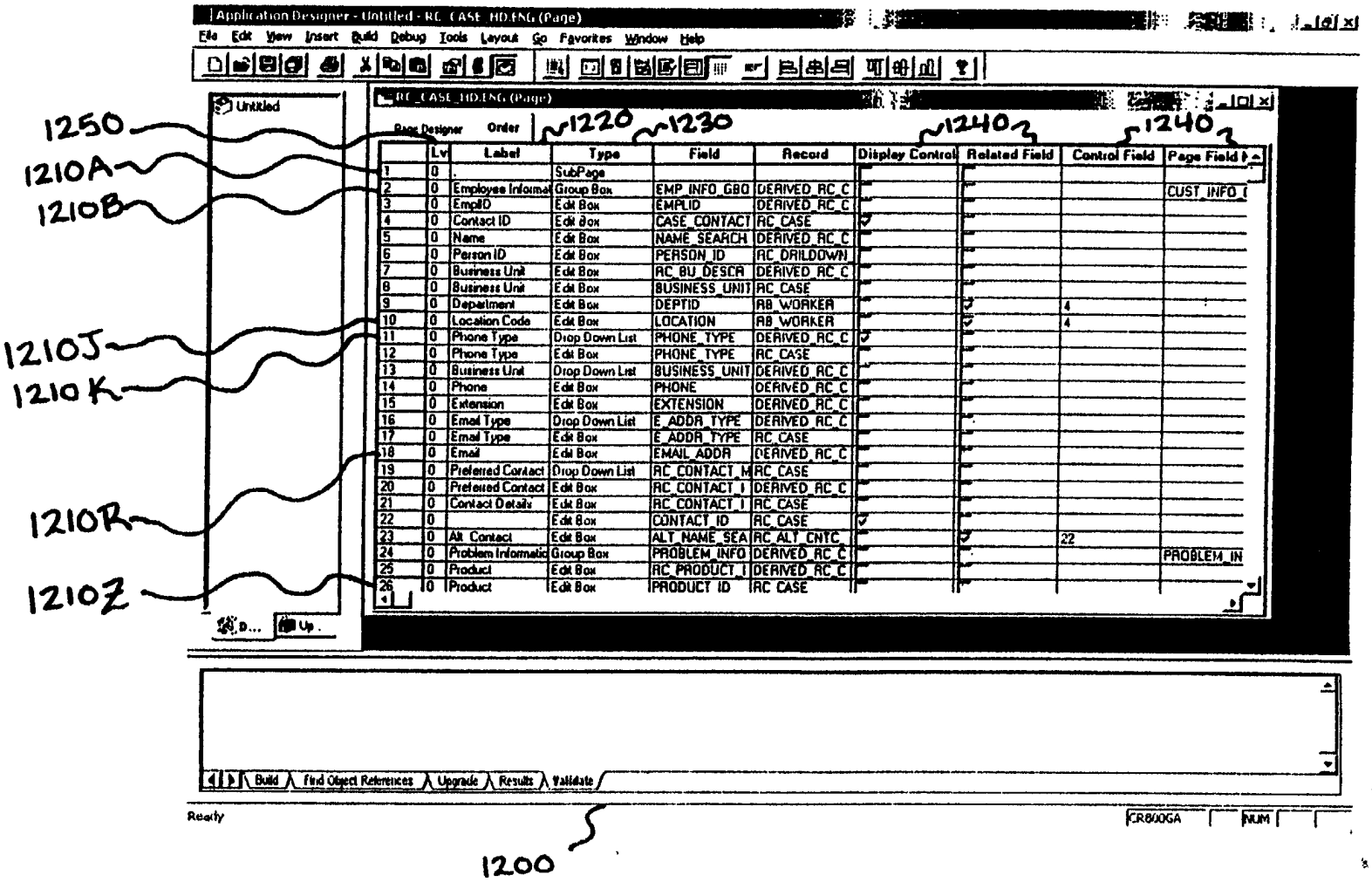
Application Designer - Untitled - RC_CASE_HD.ENG (Page)
File Edit View Insert Build Debug Tools Layout Go Favorites Window Help
Untitled
RC_CASE_HD.ENG (Page)
Page Designer
Order
1250
1210A
1210B
1210J
1210K
1210R
1210Z
1220
1230
1240
1240
Lv
Label
Type
Field
Record
Display Control
Related Field
Control Field
Page Field
1 0 SubPage
2 0 Employee Informat Group Box EMP_INFO_GBO DERIVED_RC_C CUST_INFO_I
3 0 EmplID Edit Box EMPLID DERIVED_RC_C
4 0 Contact ID Edit Box CASE_CONTACT RC_CASE
5 0 Name Edit Box NAME_SEARCH DERIVED_RC_C
6 0 Person ID Edit Box PERSON_ID RC_DRILLDOWN
7 0 Business Unit Edit Box RC_BU_DESCR DERIVED_RC_C
8 0 Business Unit Edit Box BUSINESS_UNIT RC_CASE
9 0 Department Edit Box DEPTID RB_WORKER 4
10 0 Location Code Edit Box LOCATION RB_WORKER 4
11 0 Phone Type Drop Down List PHONE_TYPE DERIVED_RC_C
12 0 Phone Type Edit Box PHONE_TYPE RC_CASE
13 0 Business Unit Drop Down List BUSINESS_UNIT DERIVED_RC_C
14 0 Phone Edit Box PHONE DERIVED_RC_C
15 0 Extension Edit Box EXTENSION DERIVED_RC_C
16 0 Email Type Drop Down List E_ADDR_TYPE DERIVED_RC_C
17 0 Email Type Edit Box E_ADDR_TYPE RC_CASE
18 0 Email Edit Box EMAIL_ADDR DERIVED_RC_C
19 0 Preferred Contact Drop Down List RC_CONTACT_M RC_CASE
20 0 Preferred Contact Edit Box RC_CONTACT_I DERIVED_RC_C
21 0 Contact Details Edit Box RC_CONTACT_I RC_CASE
22 0 Edit Box CONTACT_ID RC_CASE
23 0 Alt Contact Edit Box ALT_NAME_SEA RC_ALT_CNTC 22
24 0 Problem Informatic Group Box PROBLEM_INFO DERIVED_RC_C PROBLEM_IN
25 0 Product Edit Box RC_PRODUCT_I DERIVED_RC_C
26 0 Product Edit Box PRODUCT_ID RC_CASE
Build
Find Object References
Upgrade
Results
Validate
Ready
CR800GA
NUM
1200

Fig. 12

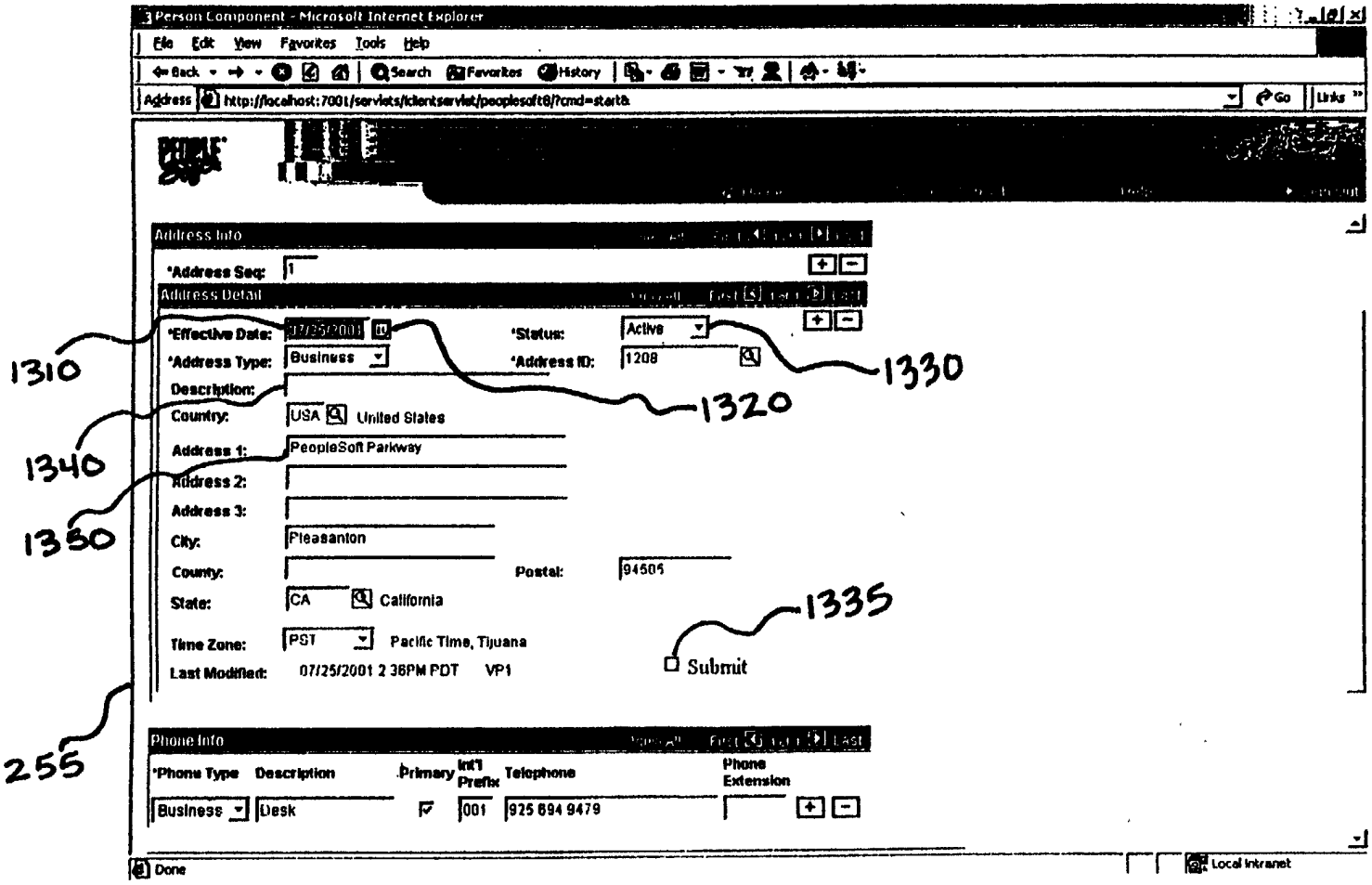
3 Person Component - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://localhost:7001/servlets/iclientservlet/peoplesoft8/?cmd=start&
Go Links
Address Info
*Address Seq: 1
Address Detail
*Effective Date: 07/25/2001
*Status: Active
*Address Type: Business
*Address ID: 1208
Description:
Country: USA United States
Address 1: PeopleSoft Parkway
Address 2:
Address 3:
City: Pleasanton
County:
Postal: 94505
State: CA California
Time Zone: PST Pacific Time, Tijuana
Last Modified: 07/25/2001 2:36PM PDT VP1
Submit
Phone Info
*Phone Type Description Primary Int'l Prefix Telephone Phone Extension
Business Desk 001 925 694 9479
Done
Local Intranet
1310
1320
1330
1340
1350
1335
255

FIG. 13A

20020410.STOTHOT

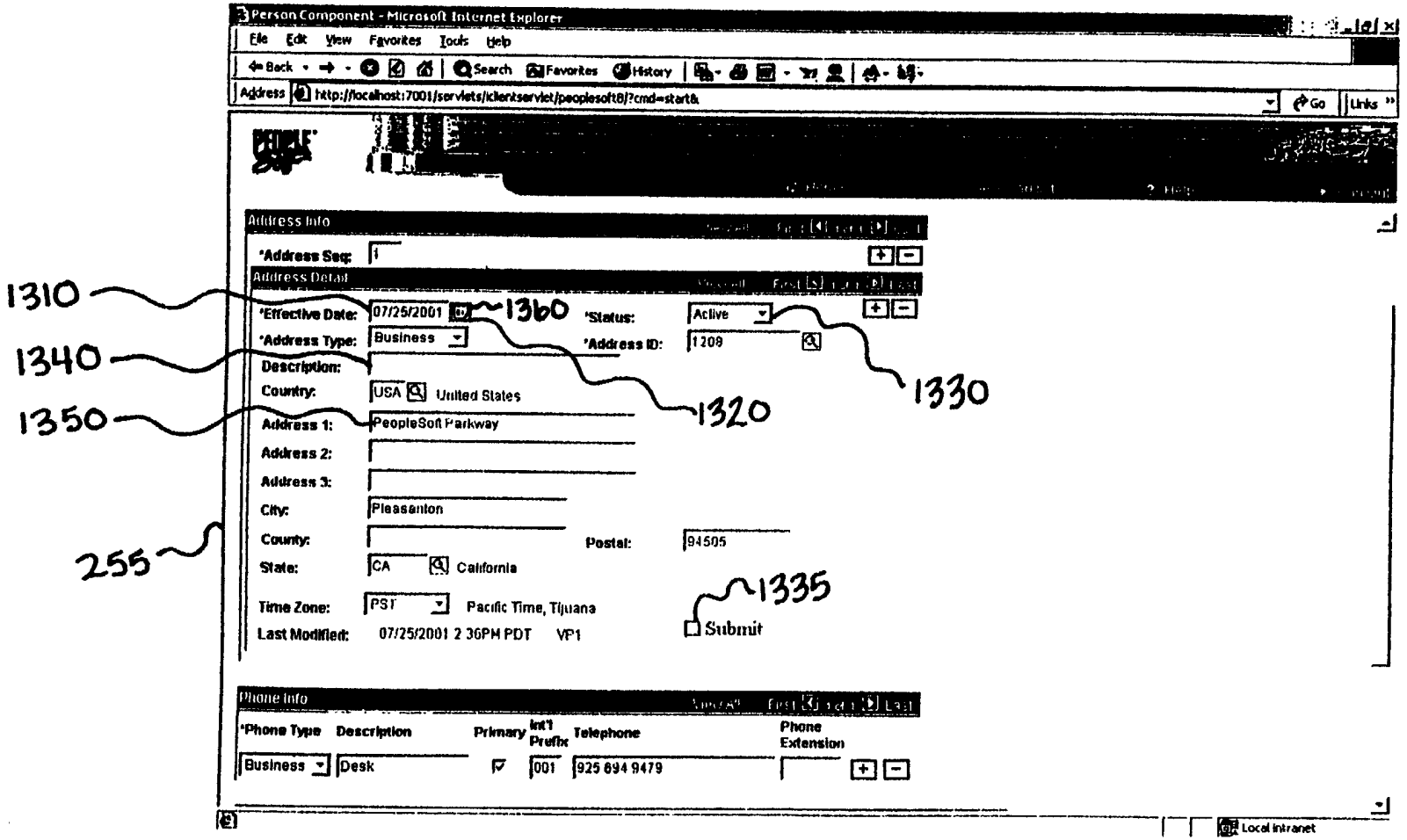

Fig. 13B

20020" STOTHOOT

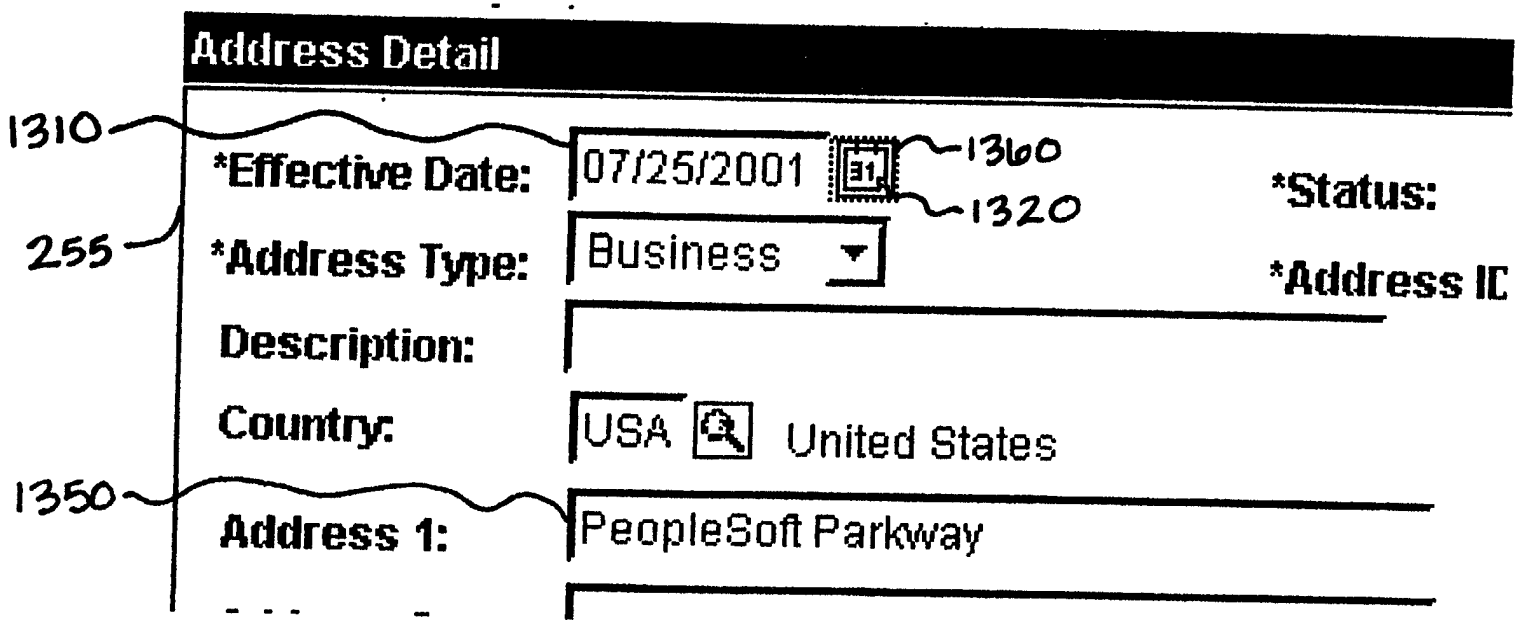

FIG. 13C

20020510.5101800T

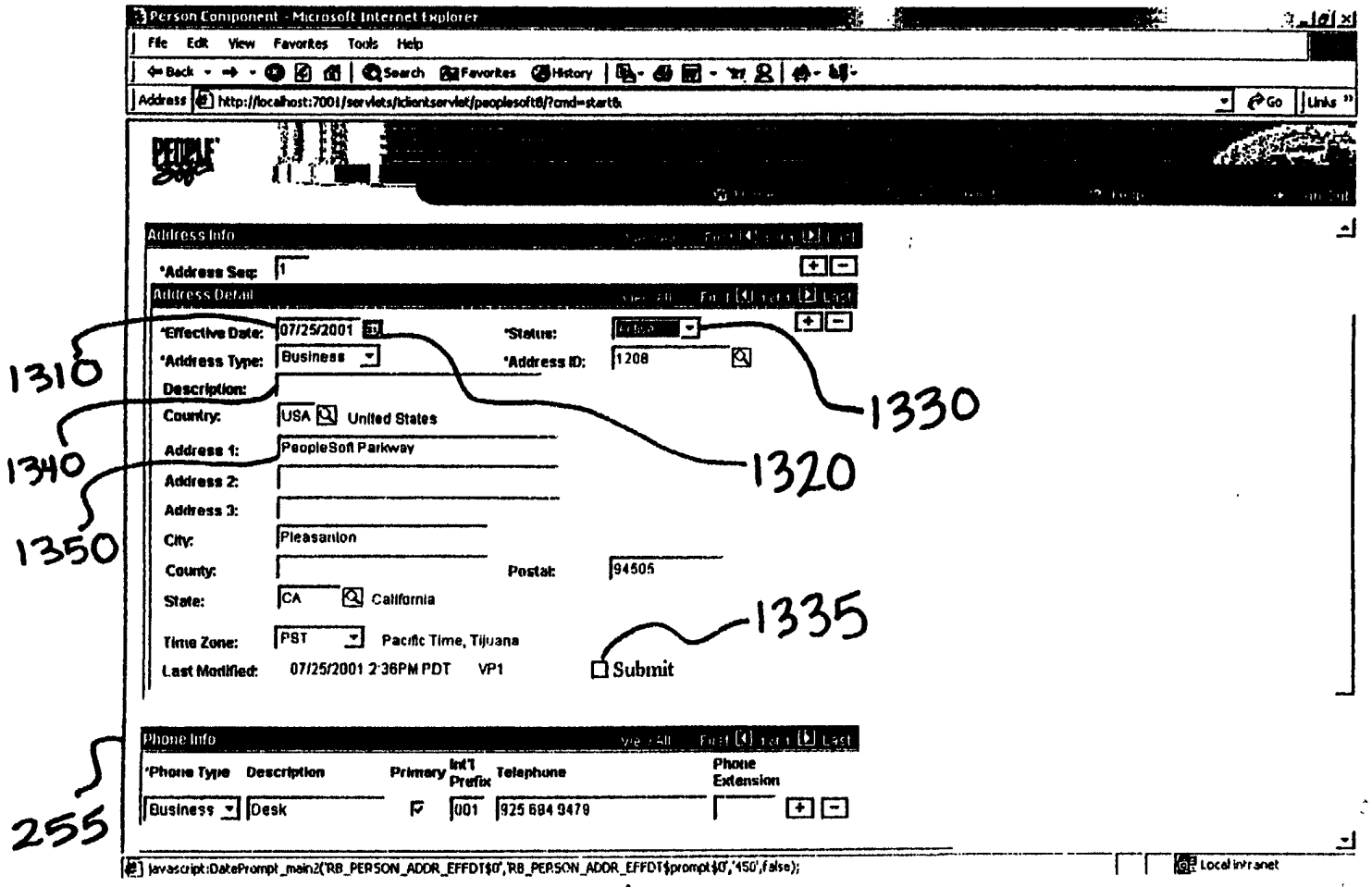

Fig. 13D

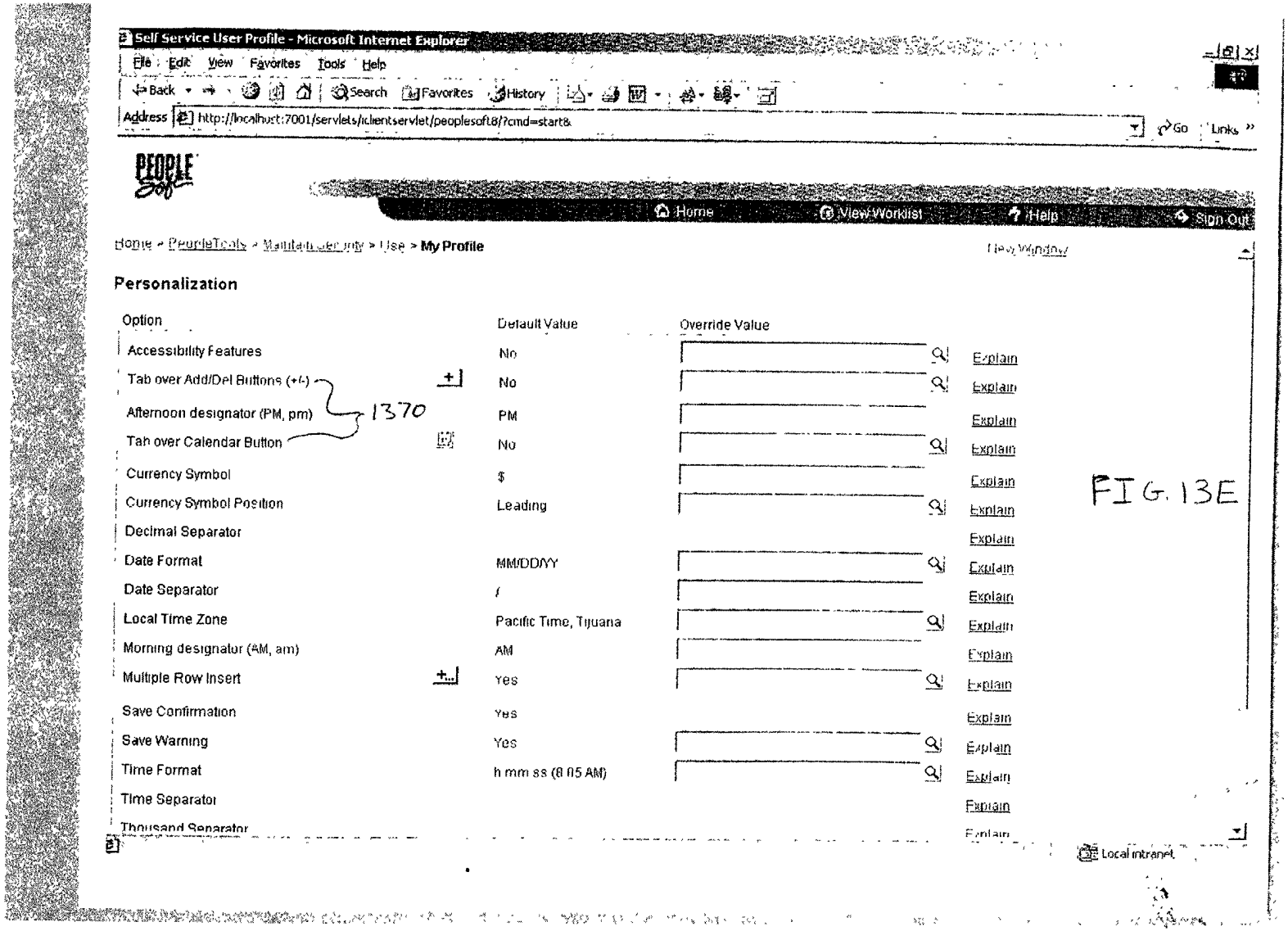
Self Service User Profile - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://localhost:7001/servlets/iclientservlet/peoplesoft8/?cmd=start&
Go Links
PEOPLE Soft
Home View Worklist Help Sign Out
Home > PeopleTools > Maintain Security > User > My Profile
New Window
Personalization
Option
Default Value
Override Value
Accessibility Features No Explain
Tab over Add/Del Buttons (+/-) No Explain
Afternoon designator (PM, pm) PM Explain
Tab over Calendar Button No Explain
Currency Symbol $ Explain
Currency Symbol Position Leading Explain
Decimal Separator Explain
Date Format MM/DD/YY Explain
Date Separator / Explain
Local Time Zone Pacific Time, Tijuana Explain
Morning designator (AM, am) AM Explain
Multiple Row Insert Yes Explain
Save Confirmation Yes Explain
Save Warning Yes Explain
Time Format h mm ss (8:05 AM) Explain
Time Separator Explain
Thousand Separator Explain
1370
Local intranet

FIG. 13E

20624h0 S1Ot4OOt

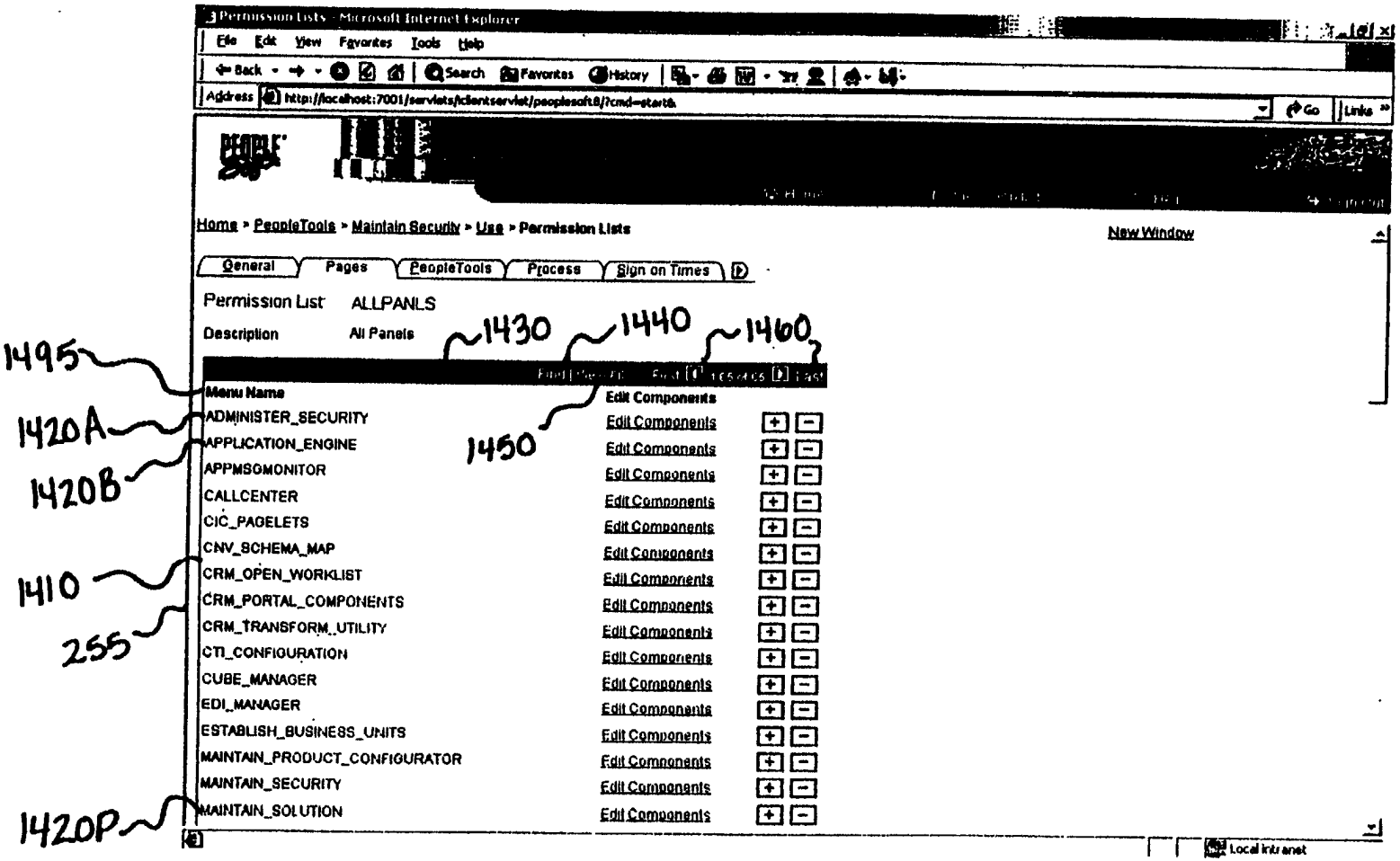

FIG. 14A

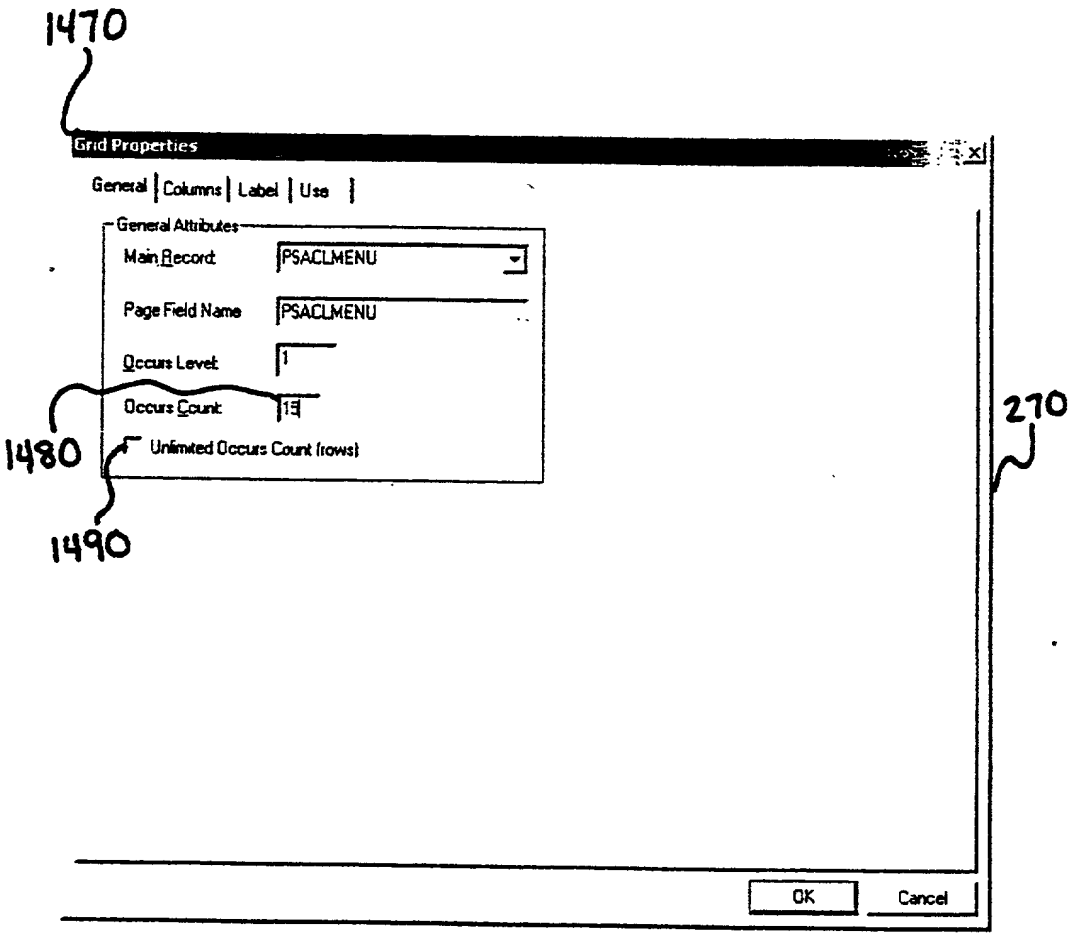
1470
Grid Properties
General
Columns
Label
Use
General Attributes
Main Record:
PSACLMENU
Page Field Name:
PSACLMENU
Occurs Level:
1
Occurs Count:
15
Unlimited Occurs Count (rows)
1480
1490
270
OK
Cancel

Fig. 14B

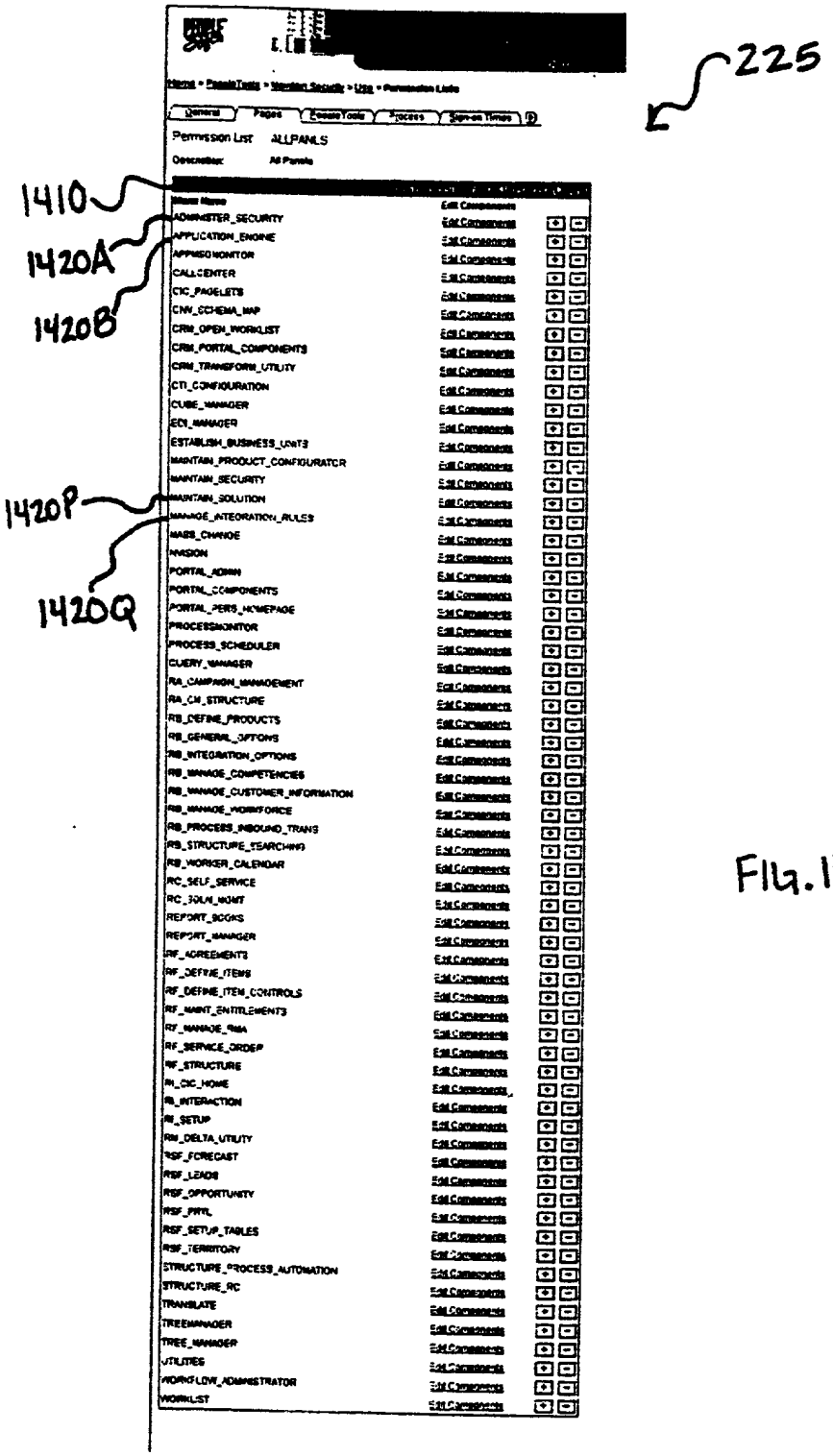
225
1410
1420A
1420B
1420P
1420Q
Permission List ALLPANLS
ADMINISTER_SECURITY
APPLICATION_ENGINE
APPMSGMONITOR
CALLCENTER
CIC_PAGELETS
CNV_SCHEMA_MAP
CRM_OPEN_WORKLIST
CRM_PORTAL_COMPONENTS
CRM_TRANSFORM_UTILITY
CTI_CONFIGURATION
CUBE_MANAGER
EDI_MANAGER
ESTABLISH_BUSINESS_UNITS
MAINTAIN_PRODUCT_CONFIGURATOR
MAINTAIN_SECURITY
MAINTAIN_SOLUTION
MANAGE_INTEGRATION_RULES
MASS_CHANGE
NVISION
PORTAL_ADMIN
PORTAL_COMPONENTS
PORTAL_PERS_HOMEPAGE
PROCESSMONITOR
PROCESS_SCHEDULER
QUERY_MANAGER
RA_CAMPAIGN_MANAGEMENT
RA_CM_STRUCTURE
RB_DEFINE_PRODUCTS
RB_GENERAL_OPTIONS
RB_INTEGRATION_OPTIONS
RB_MANAGE_COMPETENCIES
RB_MANAGE_CUSTOMER_INFORMATION
RB_MANAGE_WORKFORCE
RB_PROCESS_INBOUND_TRANS
RB_STRUCTURE_SEARCHING
RB_WORKER_CALENDAR
RC_SELF_SERVICE
RC_SOLN_MGMT
REPORT_BOOKS
REPORT_MANAGER
RF_AGREEMENTS
RF_DEFINE_ITEMS
RF_DEFINE_ITEM_CONTROLS
RF_MAINT_ENTITLEMENTS
RF_MANAGE_RMA
RF_SERVICE_ORDER
RF_STRUCTURE
RI_CIC_HOME
RI_INTERACTION
RI_SETUP
RM_DELTA_UTILITY
RSF_FORECAST
RSF_LEADS
RSF_OPPORTUNITY
RSF_PRTL
RSF_SETUP_TABLES
RSF_TERRITORY
STRUCTURE_PROCESS_AUTOMATION
STRUCTURE_RC
TRANSLATE
TREEMANAGER
TREE_MANAGER
UTILITIES
WORKFLOW_ADMINISTRATOR
WORKLIST

FIG. 14C

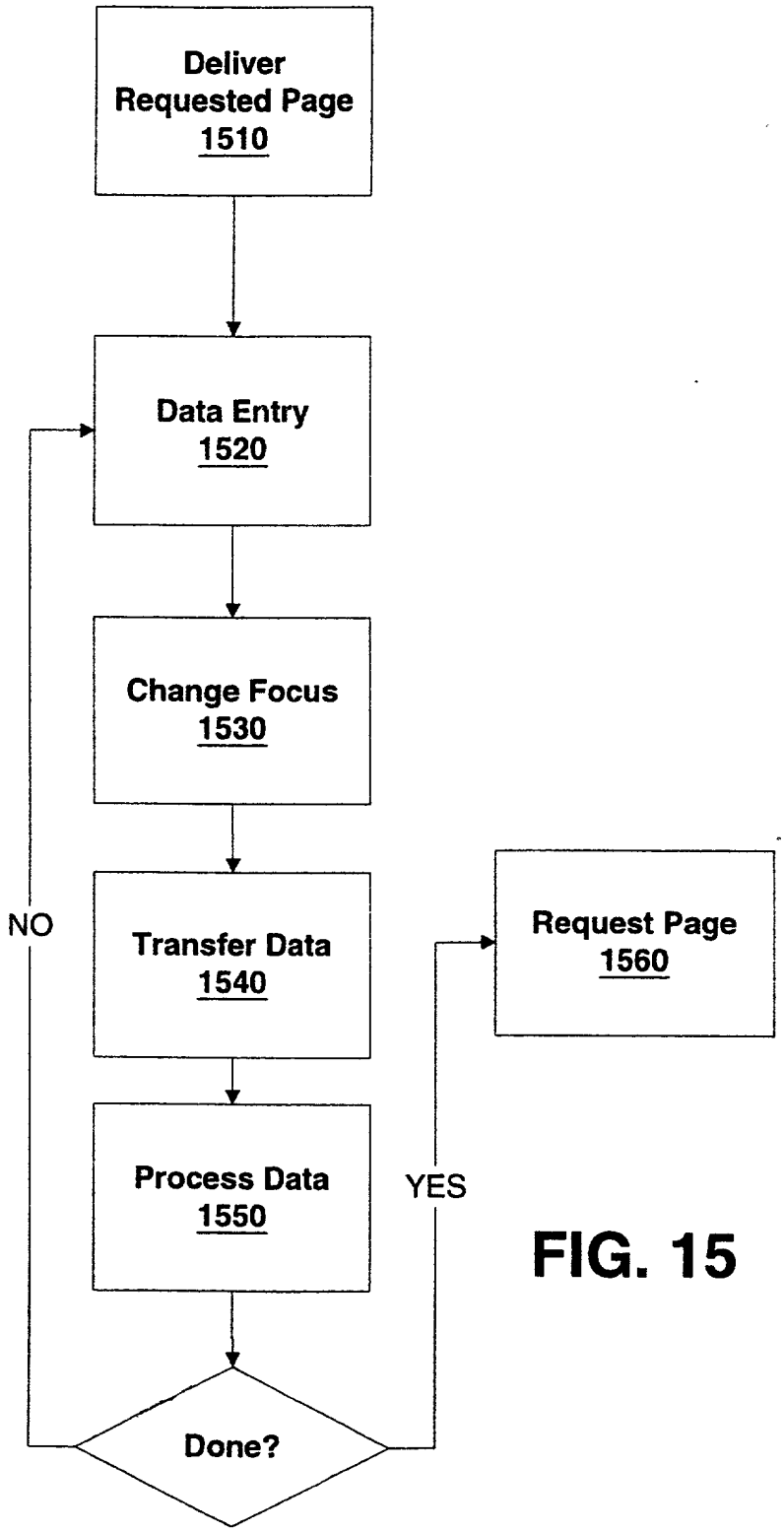
Deliver Requested Page 1510
Data Entry 1520
Change Focus 1530
Transfer Data 1540
Process Data 1550
Done?
NO
YES
Request Page 1560

FIG. 15

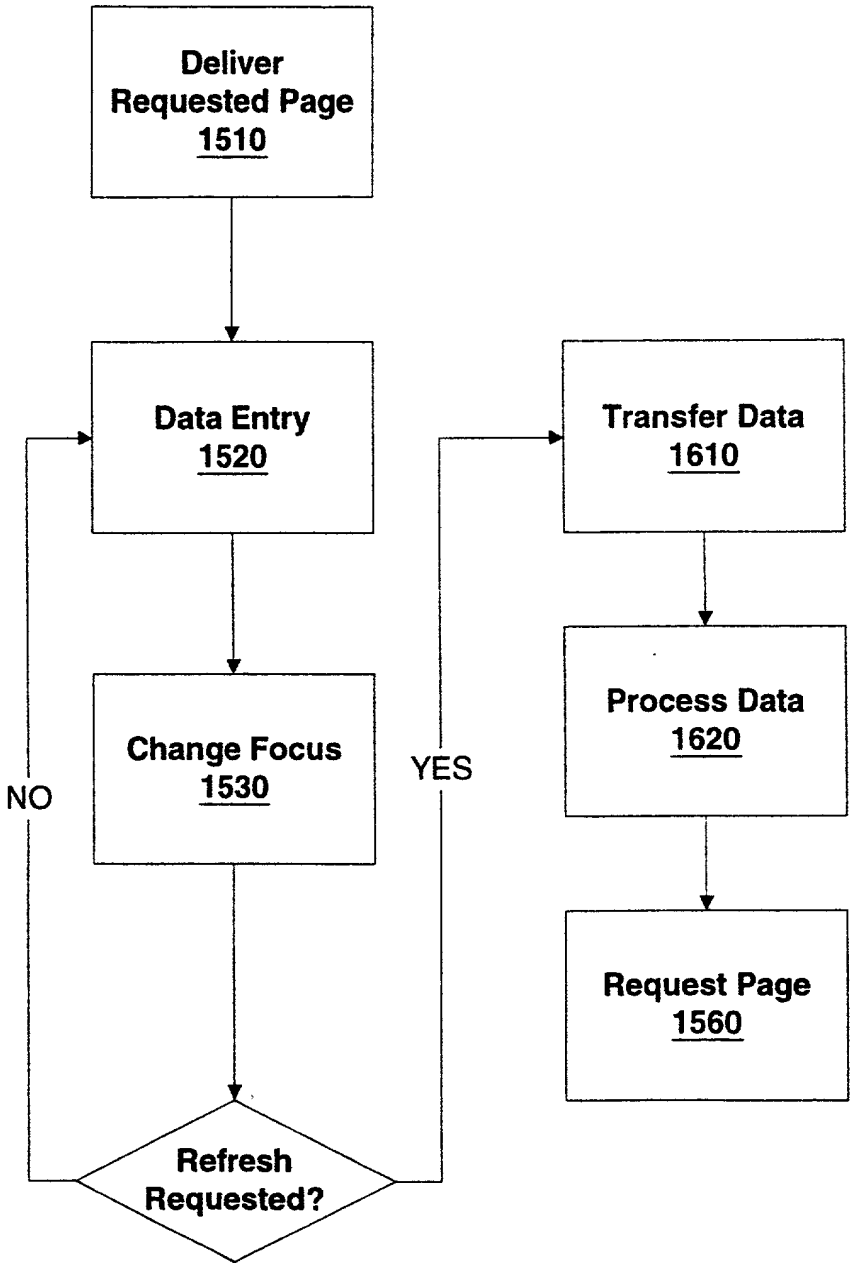
Deliver Requested Page 1510
Data Entry 1520
Change Focus 1530
Refresh Requested?
NO
YES
Transfer Data 1610
Process Data 1620
Request Page 1560

FIG. 16

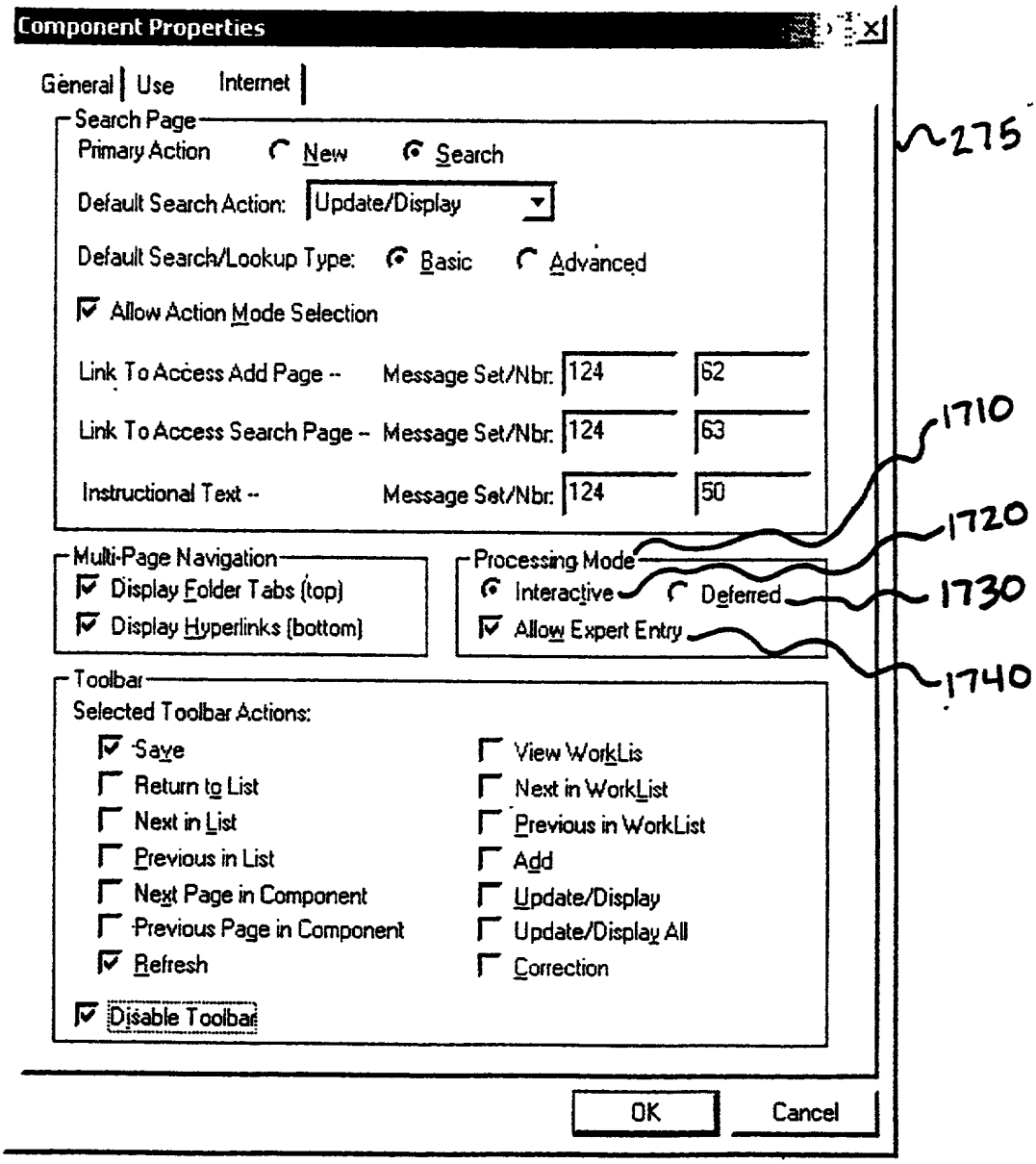
Component Properties
General
Use
Internet
Search Page
Primary Action
New
Search
Default Search Action:
Update/Display
Default Search/Lookup Type:
Basic
Advanced
Allow Action Mode Selection
Link To Access Add Page --
Message Set/Nbr:
124
62
Link To Access Search Page --
Message Set/Nbr:
124
63
Instructional Text --
Message Set/Nbr:
124
50
Multi-Page Navigation
Display Folder Tabs (top)
Display Hyperlinks (bottom)
Processing Mode
Interactive
Deferred
Allow Expert Entry
Toolbar
Selected Toolbar Actions:
Save
Return to List
Next in List
Previous in List
Next Page in Component
Previous Page in Component
Refresh
View WorkLis
Next in WorkList
Previous in WorkList
Add
Update/Display
Update/Display All
Correction
Disable Toolbar
OK
Cancel
275
1710
1720
1730
1740

Fig. 17A

20020801 STOTHOT

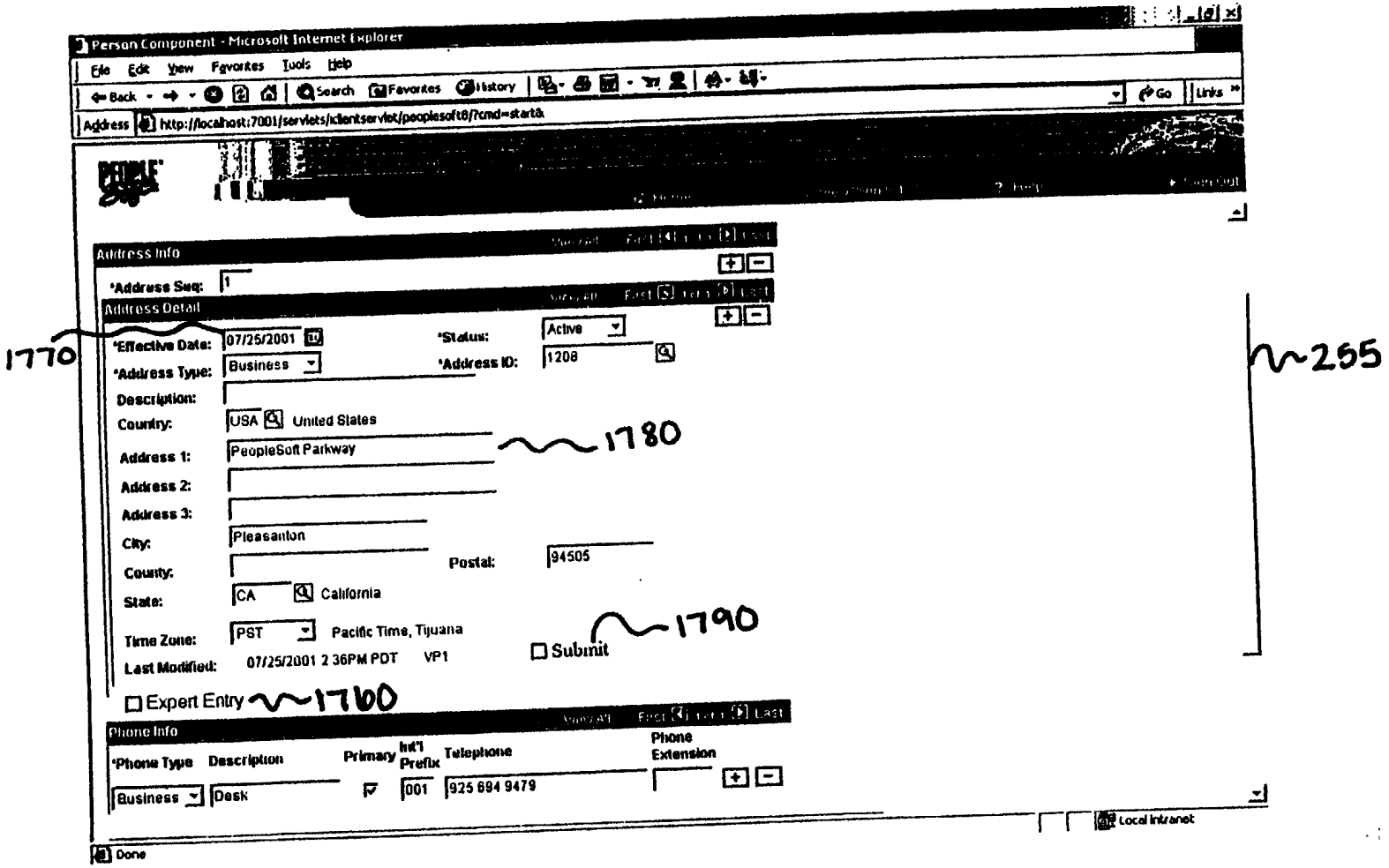

FIG. 17B